Schedule 6

Service Desk Services

to

Request for Proposal
for the
Provision of IT Infrastructure Operations
and Managed Workplace Services
[UNHCR RFP/2018/1068]
(the “RFP”)

effective _____ 2018

between

The Office of the United
Nations High Commissioner
for Refugees

and Contractor

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1 Introduction

1.1. This Schedule 6 sets forth Contractor's roles and responsibilities in providing Service Desk support services to systems and Users at all UNHCR locations.

1.2. Unless the context otherwise requires, capitalized terms used but not defined in this Schedule 6 shall have the meaning given to them in Schedule 1 (Technical Definitions) or the Agreement.

2 Service Desk Services

2.1. Overview

This Statement of Work sets forth the roles and responsibilities of the Parties for Service Desk Services (as defined herein) to be provided globally by the Contractor under the Agreement as part of the Services. "Service Desk Services" are the services and activities, as further detailed in this Schedule 6, required to coordinate and respond to Incidents and Service Requests, hereinafter referred to as Tickets, made by Authorized Users located throughout the world. The Contractor is responsible for providing a single point of contact (SPOC) for Service Desk Services and for providing end to end ownership (e.g. logging, tracking, resolution, and reporting) of Tickets. Tickets can be Resolved by Service Desk staff or may need to be referred/escalated to more specialized entities for resolution, such as UNHCR Resolution Groups, a vendor, or other designated Third Parties.

2.2. Current State

The UNHCR Global Service Desk (GSD) provides help-desk services to approximately 18,000 staff and affiliates across the world, 2,000 of which work in one of UNHCR's Headquarters locations. Active Directory account management functions are presently performed internally by UNHCR, but may be transitioned to the Contractor during the contract term. Desk-side support in Field Operations outside of Headquarters (approximately 16,000 staff and affiliates) is handled by approximately 350 field-based local IT staff that are not managed directly by DIST. This field operation desk-side support for basic computer troubleshooting, application support, and IT equipment support does not utilize the UNHCR ITSM Application for managing and tracking the resolution of these field issues/requests and does not flow through the Global Service Desk. The field-based issues and requests that are routed through the Global Service Desk are typically regarding enterprise-level IT issues and requests. Therefore, the bulk of the contacts received by the Global Service Desk will be from users in the UNHCR HQ offices located in Geneva, Budapest, and Copenhagen. The Global Service Desk receives an average of 8,000 contacts per month, 90% of which are via e-mails sent directly to the GSD e-mail alias which result in Tickets being auto-created in the ITSM Application. The remaining approximate 10% of contacts are via telephone.

2.3. Objectives

Timely and effective response to user queries and problems requires a well-designed and well-executed service desk and incident management process. This process includes a service desk function with registration, incident escalation, trend and root cause analysis, and resolution. The following are the key high-level service objectives that UNHCR expects to achieve through managed service partner Service Desk Services and this Schedule 6:

(a) Improve IT customer service and Incident Resolution time through expanded Service hours and the availability of skilled Service Desk staff in the areas of UNHCR-standard IT products;

(b) improve UNHCR's efficiency and effectiveness by maintaining and utilizing knowledge databases and best practices in the areas of customer reporting, logging, tracking, resolving of Tickets;

(c) improve efficiency and effectiveness by early identification and addressing of root causes of technical Incidents, including working with other groups for resolution such as UNHCR staff, a vendor, or other designated Third Parties, before they become trends;

(d) have the ability to acquire skilled Service Desk support for new technologies early in their life cycle, while maintaining support for older technologies;

(e) transition Active Directory account management activities such as account creation, updates, deactivations, and password resets to the Service Desk;

(f) achieve and exceed the Service Levels specified in Schedule 10 Appendix A (Service Level Tables); and

(g) achieve and exceed the target customer satisfaction SLA as is defined under in Schedule 10 Appendix A (Service Level Tables) with Contractor's ability to effectively communicate, efficiently Resolve, and appropriately escalate (where necessary) Tickets to next support level.

2.4. Single Point of Contact (SPOC)

With respect to the Service Desk, the Contractor shall:

(a) Act as the SPOC for Authorized Users regarding Service Requests, Incidents and information needs which include events that cause or may cause an interruption or reduction of service, as well as for requests for information and requests for services relating to all of UNHCR IT and Supported Non-IT Services;

(b) operate the Service Desk with processes for service delivery and service management that conform to ITIL standards; and

(c) manage requests from Authorized Users relating to all IT Services and Supported Non-IT Services in conformance with Incident/Request Management.

2.5. Service Desk Location

With respect to the location of the Service Desk, the Contractor shall:

(a) Locate the Service Desk in off-shore or near-shore locations approved by UNHCR; where more than one site is proposed for the delivery of Service Desk Services, any switching between the sites must be transparent to users of the Service Desk.

2.6. Call Centre Technology and Capabilities

(a) With respect to Call Centre technology and capabilities, the Contractor shall:

(i) provide call center technologies and capabilities, including Automatic Call Distribution (ACD) capabilities, that enable effective delivery of Service Desk Services, to include:

(ii) provide Service Desk personnel and all computer, communication equipment and software (with the exception of the ITSM Application and support tools) that is necessary for the Contractor to fulfil the requirements within this Schedule 6;

A sufficient staffing to meet the Service Levels;

B call monitoring;

C appropriate recorded messages for out-of-hours response; and

D other capabilities and technologies as appropriate to ensure effective delivery of Services.

(b) With respect to Call Centre technology and capabilities, UNHCR shall:

(i) furnish the Contractor with necessary licenses and software for the ITSM Application according to agreed staffing and Service Desk workstation numbers;

(ii) provide a single telephone contact number for Authorized Users to reach the Service Desk;

(iii) route calls from Service Desk telephone number to the Contractor's ACD and ensure the ability to transfer the expected volume of calls described in Schedule 11 Appendix A (Volumes and Pricing Tables); and

(iv) separately route French and English language support calls to the relevant Contractor ACD end-points.

2.7. Service Desk Personnel and Team

(a) With respect to Service Desk, the Contractor shall provide Service Desk Personnel who:

(i) have a general understanding of UNHCR's business environment, locations, and customers;

(ii) possess the appropriate competencies to provide Service Desk Services;

(iii) understand UNHCR technology, applications, and sourcing arrangements;

(iv) are technically trained to adequately provide the Service Desk Services; and

(v) receive training on new products and services, as they become part of the Contractor's responsibilities from time to time.

(b) With respect to the Service Desk team, the Contractor shall:

(i) compose the Service Desk of dedicated Service Desk Personnel who, during work hours, shall only receive calls and process Tickets for UNHCR;

(ii) provide regular coaching (e.g. language coaching, technical coaching) to Service Desk Personnel;

(iii) develop and run a UNHCR-approved induction program for new Service Desk Personnel, which shall be kept updated as necessary to reflect the status and trends of UNHCR's IT environment as well as status and trends of the refugee situation globally and in areas of crises; and

2.8. Language Requirements

(a) With respect to language requirements, the Contractor shall:

(i) communicate to Authorized Users in English, when appropriate and during the extended hours for English-language support required in this Schedule 6, using

terminology and pronunciation that are clearly understood by the Authorized Users and consistent with those used by UNHCR.

(ii) communicate to Authorized Users in French, when appropriate and during the limited business hours for French language support required in this Schedule 6 using terminology and pronunciation that are clearly understood by the Authorized Users and consistent with those used by UNHCR.

2.9. Hours of Operation

(a) With respect to Hours of Operation for services provided in the English language, the Contractor shall:

(i) operate and make available to UNHCR Service Desk Services, 24 hours a day, seven days a week; and

(ii) configure staffing levels during the above hours to effectively deliver the Service Desk Services according to the expected volumes described in Schedule 11 Appendix A (Volumes and Pricing Tables).

(iii) assume that approximately 95% of the baseline volume of tickets will be in English language for support.

(b) With respect to Hours of Operation for services provided in the French language, Contractor shall:

(i) operate and make available to UNHCR Service Desk Services between the hours of 09:00 and 18:00 Central European Time (CET), Monday through Friday; and

(ii) configure staffing levels during the above hours to effectively deliver the Service Desk Services according to the expected volumes described in Schedule 11 Appendix A (Volumes and Pricing Tables).

(iii) Assume that approximately 5% of the baseline volumes of tickets will be in French language for support.

2.10. Service Desk Baseline Information

(a) UNHCR's Service Desk forecast volumes are presented in Schedule 11 Appendix A (Volumes and Pricing Tables). These metrics represent UNHCR's forecast of the Service Desk Services requirements based on volume trends and anticipated business direction over the term of the Agreement.

(b) With respect to the volume forecast provided in Schedule 11 Appendix A (Volumes and Pricing Tables), the Contractor shall:

(i) appropriately size the solution to provide Service Desk Services that meet or exceed the Service Levels throughout the term of the Agreement; and

(ii) configure the solution such that it can adequately respond to fluctuating usage demands while meeting agreed Service Levels.

2.11. Contact Methods

(a) Of the volume of Tickets defined in Schedule 11 Appendix A (Volumes and Pricing Tables), it is expected that the volume of telephone contacts is 10% and the 90% are initiated through e-mail or directly in the ITSM Application.

(b) With respect to Contacts using the telephone, the Contractor shall:

(i) provide telephone assistance with live, real-time, Service Desk Personnel for receiving reports of Incidents, Service Requests, and for providing follow-up support to Tickets;

(c) With respect to Contacts using e-mail, the Contractor shall

(i) utilize UNHCR e-mail messaging to provide follow-up support to Tickets;

(d) With respect to other Contact Methods, the Contractor shall select the most appropriate support channel from those listed above to most effectively deliver the Service Desk Services and meet the Service Levels.

2.12. Services Entitlement

(a) With respect to a Requestor's entitlement of Service Desk Services, the Contractor shall:

(i) Utilize written criteria and direction provided to the Contractor for determining a Requestor's right to receive Service Desk Services;

(ii) for Requestors determined to be Authorized Users, proceed with delivery of the Service Desk Services; and

(iii) for Requestors determined not to be Authorized Users refer or assist those non-entitled Requestors in the manner established by UNHCR.

(b) With respect to Services Entitlement, UNHCR shall:

(i) provide written criteria and direction to Contractor for determining a Requestor's right to receive Service Desk Services; and

(ii) provide written guidance and direction on how to refer Requestors determined not to be Authorized Users or otherwise not entitled to receive Service Desk Services.

2.13. Ticket and Contact Registration and Management

(a) UNHCR will provide Contractor with access to an ITSM Application to allow logging and tracking of Tickets and managing Contacts. The system works closely with such processes as incident management, problem management, change management, capacity management, and availability management. Tickets should be classified according to a business and service priority and routed to the appropriate support group, where necessary. Authorized Users should be kept informed of the status of their Tickets using the established Contact Methods.

(b) With respect to Ticket and Contact registration and management, the Contractor shall:

(i) log all Tickets and Contacts in the ITSM Application resulting from telephone calls received to the Service Desk;

(ii) monitor the ITSM Application's incoming queue for Tickets that were automatically created via e-mail or directly in the ITSM Application.

(iii) log Requestor information agreed to by UNHCR as key to Ticket initiation, e.g. name, phone number, and e-mail address;

(iv) log Ticket information, e.g. detailed nature of the request, the problem or issue which would be reasonably considered as necessary to investigate, diagnose, and Resolve the incident or fulfil the request;

(v) classify the Ticket by category, urgency/impact, and Configuration Item;

(vi) log, track, and manage all Contacts to/from Authorized Users related to each Ticket in the ITSM Application; and

(vii) log detailed resolution case notes on the Ticket record to document the nature of the resolution;

(c) With respect to Ticket and Contact management, UNHCR shall:

(i) define and maintain case types / categories within the ITSM Application;

(ii) define and maintain urgency/impact and corresponding response levels within the ITMS Application; and

(iii) provide Contractor with appropriate access rights to the UNHCR ITSM Application to provide the Services.

(d) With respect to Pass-Through Tickets, UNHCR and Contractor shall mutually agree during the Transition Phase on an appropriate method for identifying Pass-Through Tickets in the ITSM Application that allows for monthly measurement of Pass-Through Ticket volume.

(e) With respect to First-Contact Resolution (FCR), UNHCR and Contractor shall mutually agree on the list of Resolvable Tickets an appropriate method for identifying Tickets that were Resolved by the Service Desk on First Contact that allows for monthly reporting for SLA purposes.

2.14. Service Levels

(a) Contractor shall provide the Service Desk Services in accordance with the Service Levels defined in this section and the provisions set forth in Schedule 10 Appendix A (Service Level Tables).

2.15. Level 1 and Pass-Through Support Services

(a) The Contractor shall provide Level 1 Support as described herein for Incidents and Service Requests not categorized as Pass-Through Tickets.

(b) With respect to Level 1 Support, the Contractor shall:

(i) Provide Level 1 Support services to Authorized Users;

(ii) make every reasonable effort to Resolve Tickets during First Contact;

(iii) for Tickets that cannot be Resolved on First Contact;

A escalate Tickets to the respective resolver groups as necessary;

B for those Tickets not assigned/escalated to a resolution group outside of the Service Desk, perform follow-up with Authorized User to reach Resolution;

(iv) update Ticket case notes and Contact notes in the ITSM Application;

(v) upon successful Ticket resolution, notify the Requestor and close the incident/request; and

(vi) update any relevant Knowledge Base content, if necessary, to reflect knowledge gained from the Ticket resolution process that may be helpful in detecting root causes in the future.

(c) Escalations within Service Desk

(i) Should a phone call (either inbound to the Service Desk or outbound from the Service Desk to an Authorized User) require escalation to another available Service Desk agent, the Contractor shall, whenever possible, effect a Warm Transfer of the phone call to the available agent.

(ii) For the purposes of measuring and reporting on Tickets Resolved on First Contact, a Warm Transfer within the Service Desk shall be considered as a single Contact. Should the Ticket not be Resolved during the call that was transferred, the Ticket shall not be considered Resolved on First Contact.

(d) Pass-Through Support Services

(i) The Contractor shall provide limited support to Pass-Through Tickets as described herein for the Incidents and Service Requests defined as Pass-Through during the Transition Phase.

(ii) With respect to Pass-Through Tickets, the Contractor shall:

A log the Pass-Through Tickets, if not auto-created via e-mail, in the ITSM Application according to the Ticket and Contact Registration and Management processes;

B assign the Tickets to the appropriate Resolution Groups;

C flag the Tickets in the ITSM Application indicating their status as Pass-Through Tickets; and

D meet all Service Levels appropriate for Ticket handling up to and including assigning the Ticket.

2.16. Service Quality Checks

Establishing and maintaining a high level of service quality is critical to the successful operation of the Service Desk and in achieving the objectives of this Schedule 6. The ITSM Application provides built-in functionality for Customer Satisfaction Surveys to be distributed to Authorized Users following Ticket closure.

(a) With respect to monitoring the quality of the Service Desk Services, the Contractor shall:

(i) provide UNHCR with access to live call monitoring, so that UNHCR management may audit calls from time-to-time, as requested;

(ii) incorporate the results of the ITSM Application automated Customer Satisfaction Surveys into Service Desk team meetings and other performance-improvement processes.

2.17. VIP Support

A requirement of Service Desk service delivery is identifying requests from executives and executive assistants and prioritizing support as per agreed methods.

(a) With respect to VIP Support, Contractor shall:

(i) Provide Priority Service to UNHCR-identified VIPs;

(b) With respect to VIP Support, UNHCR shall:

(i) Identify VIPs for whom priority support is intended;

(ii) classify Requestors as standard or VIP in the ITSM Application; and

(iii) adjudicate and resolve priority assignment issues when needed.

2.18. Reporting

(a) In addition to the reporting required in the Agreement, the Contractor shall provide additional Service Desk reports as defined in Schedule 10 Appendix B (Reports).

(b) With respect to Reporting, UNHCR shall:

(i) define reporting requirements; and

(ii) define, manage, and make available to the Contractor reporting templates in the ITSM Application as necessary for producing the reports defined in Schedule 10 Appendix B (Reports).

3 Office 365 and Exchange On-line Support

3.1. Office 365 Plan and Exchange Online

A core function of Service Desk Services is to provide UNHCR user support for Office 365 applications and services included with the UNHCR Microsoft Office 365 plan.

In performing this function, Contractor shall provide Service Desk support services for Office 365 for all Users by following ITIL Service Management processes and as per guidelines and policies as defined or agreed by UNHCR.

Contractor shall:

(a) Provide support for installation of Office 365 on all End User Devices;

(b) provide support for Microsoft Outlook and Outlook Web Access configuration, settings, and incidents;

(c) support Skype for Business instant messenger and meeting tool;

(d) support Word, Excel, PowerPoint, OneNote, Publisher, and Access; and

(e) support additional Office 365 applications and services that may be provided by Microsoft or purchased by UNHCR.

3.2. SharePoint, OneDrive for Business, and Social Network Collaboration services

In addition to applications and email, Service Desk Services also provides support for UNHCR users of Office 365 and Third-Party collaboration services, including SharePoint Online, OneDrive for Business, Microsoft Teams (group chat) and other tools.

Contractor shall:

(a) Provide support for use of Microsoft SharePoint Online configuration, settings and incidents;

(b) support use of OneDrive for Business file storage and sharing;

(c) support use of Microsoft Teams group chat;

(d) support use of Microsoft social media and on-line tools such as Yammer, Delve, Sway, Planner, Stream, StaffHub, stream and Video; and

(e) support additional Third-Party or Microsoft Office 365 applications and services that may be provided by Microsoft or purchased by UNHCR.

4 Account Management

Establishing and maintaining Active Directory accounts is fundamental to delivering services, entitlements and access to UNHCR Authorized Users. In support of this effort, Contractor shall perform the following activities in line with UNHCR's policy on access controls:

(a) Password resets;

(b) account creation and modification:

  (i) via the HQ DSS-Add and DSS-Mod procedure for Headquarters Users; and

  (ii) via the IDM Application approval process for Field Office users.

(c) account deactivation and deletion:

  (i) disable ("banish") accounts as they pass their account expiration date; and

  (ii) delete banished accounts as per the established Access Control policy.

  (iii) actively monitor expired accounts (to be banished / deleted);

(d) creation and maintenance of "conference rooms";

(e) creation and maintenance of "distribution lists", including assignment of Users;

(f) creation and maintenance of "security groups", including assignment of User access rights;

(g) creation and maintenance of "shared accounts" (functional IDs), including assignment of User access;

(h) creation and maintenance of privileged "a-accounts" following approval by the Security Team.

(i) transfer End User Devices between Active Directory Organizational Units (OUs) based on requests from filed based ICT staff; and

(j) perform other updates to the Active Directory and/or IDM Application in coordination with UNHCR/DIST Customer Support Service.

Similar to Pass-Through Tickets, UNHCR requires that a unit rate be applied commensurate with the level of effort, separate from general Tickets.

5 Implementation of Service Desk Services

Contractor shall:

(a) Be actively involved in the development of new service desk services. Such new services shall be added to the Services in accordance with the Change Control Procedure; and

(b) follow the agreed Project and Governance process in the delivery of new services. Contractor shall be involved in all aspects of the service development and will provide work and cost estimates as part of the approval process.

6 Out of Scope Service Desk Services

The Parties agree that the following services are not within the scope of the Services defined within this Schedule 6:

(a) UNHCR impact, criticality, urgency, priority, and response definitions and policy;

(b) UNHCR resolver group definition;

(c) UNHCR VIP user definition;

(d) licensing for UNHCR security tools;

(e) licensing for UNHCR's ITSM Application.